EXHIBIT A Appeal Documents



A copy of the Final Adverse Determination from BCBSM or its third

Pertinent documentation, such as bills, explanations of benefits,

medical records, correspondence, statements from doctors, research material that supports your position, etc.

Request for External Review

You may be eligible for an External Review at no cost to you if ALL of the following apply:

- You have exhausted BCBSM's internal appeals process (unless waived because BCBSM did not complete its review within the required time).
- The request is within 4 months of receipt of a Final Adverse Determination.
- The patient was covered on the date of service.
- The health care service appears to be a covered benefit,
- And, where these requirements are met, the external reviewer determines the claim decision involves medical judgment, or that there was a rescission of coverage.

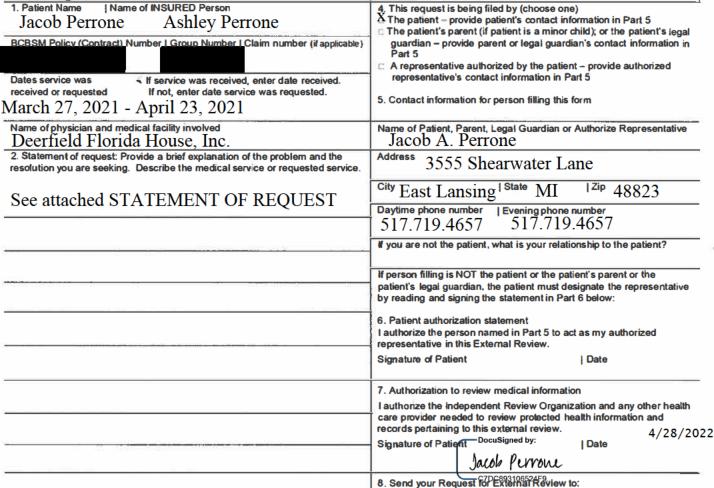
Note: It is your responsibility to submit medical records Always send copies. Never send original documents

BCBSM External Review Requests 600 Lafayette East - Mail Code 1620

Detroit, MI 48226 - 2998 Fax: 877-348-2210

You are responsible for submitting:

party designee



3. Urgent External Review Requirements (If you are not requesting an urgent external review, or your request does not meet the conditions below, skip to Part 4.)

The following conditions must be met:

- An urgent INTERNAL review has been requested AND
- The request is filed within 10 days of receipt of adverse determination AND
- A physician substantiates the medical condition involved in the adverse determination is serious enough to jeopardize the life or health of the covered person.

My request meets these requirements. By completing items (3a.) and (3b.), I am requesting an Urgent External Review.

- (3a.) Date you requested an Urgent INTERNAL review
- (3b.) Name and phone number of substantiating physician

Telephone number (Expedited External Review request only. Conditions in section 3 must be met.): 313-225-0646



STATEMENT OF REQUEST

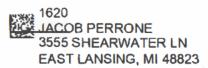
On March 25, 2021 in preparation for the provided service BCBSM was contacted to determine whether the service would be covered. Maria, a representative of BCBSM, advised that I would be able to apply for member Reimbursement. Maria advised that BCBSM would process the claim although it was out of network. I was led to believe by the representations of BCBSM that the facility and the service would be covered by BCBSM. This induced me to pay for the service out of pocket with the understanding that I would be allowed to seek Member Reimbursement pursuant to the terms of the policy. After the service was provided for BCBSM was contacted on numerous occasions and BCBSM representatives repeatedly advised to file for Member Reimbursement and repeatedly requested that the provider use appropriate revenue and procedure codes to process the claim. After the claim was finally processed it was denied although BCBSM stated on numerous occasions that the claim would be approved.

On January 24, 2022, a decision was made on my appeal. BCBSM acknowledge that they received a phone call on March 25, 2021, from my spouse requesting why the services were declined. BCBSM acknowledges that they my spouse was informed that she could submit a request for Member Reimbursement that would pay for the services. By providing assurances that BCBSM would pay for the claim through Member Reimbursement they agreed to pay the claim. If the services were to be performed by a non-participating provider, BCBSM shouldn't have represented the services would be paid through Member Reimbursement. Further, a preapproval to support the necessity of admission wasn't required as BCBSM already represented it would be covered by Member Reimbursement. Further, based upon it being a psychiatric emergency it very evident that a pre-approval would have been granted. BCBSM also recognizes that they could have been more specific regarding the coverages.

Executive Services 600 E. Lafayette Blvd. MC 1620 Detroit, MI 48226-2998 bcbsm.com



000058



Member Name:

JACOB PERRONE

Enrollee ID:

Provider Name: Service Date(s): Deerfield Florida House, Inc. March 27, 2021 - April 23, 2021

Type(s) of Service: Claim Charge(s): Mental Health Services \$18,000 and \$5,000

January 24, 2022

We made a decision on your appeal.

Dear Mr. PERRONE:

This letter is in response to the appeal you submitted regarding the denial of payment for your mental health services. After review, I confirmed that because your residential treatment and partial hospitalization services were rendered by a nonparticipating provider, the denial of payment is appropriate and must be maintained.

As a Grievance and Appeals Coordinator, I reviewed your claim(s), your appeal, and your health care plan benefits.

You are covered by the Edward W. Sparrow Hospital group health benefits plan, which includes the Comprehensive Health Care Certificate Series CMM, ASC (Certificate). Page 23 of the Certificate, under "Psychiatric Residential Treatment" and page 24 of the Certificate under "Psychiatric partial hospitalization program" explains that treatment services are payable by a facility that participates with Blue Cross Blue Shield of Michigan (BCBSM) or with its local Blue Cross Blue Shield plan if located outside of Michigan. Because your provider is nonparticipating

L-Y APP-15622

with the local Blue Cross Blue Shield of Florida plan, these services are excluded from your coverage.

In your appeal letter, you stated that you were advised by BCBSM that your services would be covered. Upon review of a phone call placed to our provider servicing department on March 25, 2021 by a representative from Deerfield Florida House, I confirmed that we gave specific benefit information to the facility based on the NPI (provider identification number) and procedure codes that the provider intended to bill. The provider was advised that the services would not be covered by the health plan. Further, inpatient charges for room and board are not covered without a preapproval to assess the necessity of the admission, which we are unable to complete when the admitting facility is nonparticipating.

On the same day (March 25, 2021), we received a phone call placed by your wife. I confirmed that Mrs. Perrone stated that she was informed by the facility that the services were declined by the insurance, which is true, and agreed to self-pay. Your wife asked if there were any options for reimbusement of any portion of the charges. Mrs. Perrone was provided with general out-of-network coverage information, which is not specific to the actual services being performed, and the representative informed your wife that she could submit a request for reimbursement.

It is important to know that Blue Cross provides a disclaimer which advises callers at the time of the call that benefit quotes are not a guarantee of payment. Payment is determined upon receipt of the claim. Because the claim reported with your wife's request for reimbursement does not support covered services (the services were performed by a nonparticipating provider and there is no preapproval to support the necessity of the admission), the claim does not qualify for out-of-network coverage under the health plan. Further, we are unable to honor a request for payment on a one-time basis based on the series of phone calls reviewed because correct and specific benefit information was provided before the services occurred prompting a self-pay arrangement.

Blue Cross recognizes that the representative assisting your wife could have been more specific regarding the coverage information provided, and we will use this information to better our member services for our members.

This is Blue Cross Blue Shield of Michigan's final determination regarding your appeal. If you disagree with this decision, you may request an external review at no cost to you from an Independent Review Organization (IRO) within 4 months of receiving this notice. An IRO may review appeals involving medical judgement. To request the external review, please complete the enclosed Request for External Review form and send it to:

> **BCBSM External Review Requests** 600 East Lafayette Blvd - Mail Code 1620 Detroit, MI 48226 - 2998

Fax: 877-522-4767

If you need assistance with this process, please contact a Blue Cross representative by calling (877) 790-2583. There are also state and federal agencies available to assist you with any additional questions with the appeals process.

At the federal level, you can contact the Employee Benefits Security Administration at 1-866-444 EBSA (3272). At the state level, you can contact the Department of Insurance and Financial Services at 1-877-999-6442 or for general information, you can visit: www.michigan.gov/difs.

Once we receive your request for an external review, Blue Cross will randomly assign your request to a contracted IRO which meets legal requirements to ensure against bias and ensure independence. Your request will be reviewed to see if it requires medical judgement or meets other federal requirements for review.

The IRO will notify you and Blue Cross if it accepts your case for review because it involves medical judgement. The IRO will inform you and Blue Cross of its decision on your case within 45 days. Blue Cross will abide by the IRO's recommendation. The Independent Review Organization's decision ends the appeal process.

The Blue Cross Regulatory Affairs area will notify you if your case is not accepted by the IRO because the IRO determines your case does not involve a medical judgement.

If you still remain dissatisfied following the IRO's review you have the right to bring a civil action under ERISA (Employee Retirement Income Security Act) section 502(a), as amended. If you wish to pursue a civil action, you must initiate your civil action within 3 years of receiving a final determination from the external review. Or, if your company's plan document specifies a different timeframe, you must initiate a civil action within the timeframe specified in your company's plan documents. You must complete the external review process before you bring a civil action under section 502(a).

You are also entitled to receive, upon request and free of charge, reasonable access to any and all documents, including copies of the actual benefit provision, guideline, protocol, medical policy or other similar criterion on which the appeal decision was based. Diagnosis and treatment codes and their corresponding meaning are also available upon request, unless precluded by other laws. We will also provide you with the standard on which the adverse determination was based.

To request copies of the above or any documents on which this decision was based, please write to 600 E. Lafayette Blvd, Detroit, Michigan 48226-2998, Mail Code 1620.

Sincerely,

Shamelea Woodson



Shameka Woodson Grievance & Appeals Coordinator Executive Services





MEMBER APPEAL FORM

Blue Cross Blue Shield of Michigan will accept your request for an appeal when the request is submitted within **180 days** from the initial denial notification. If more than 180 days have passed since you were notified, and you still have a question, please call your Customer Service Center using the number on the back of your BCBSM ID card.

	ENROLLEE/PATIEN	TINFORMATION							
Enrollee's Name	BCBSM Enrol	lee ID	Group Number						
Ashley Perrone									
Patient Name (if different from enrollee)	Name (if different from enrollee) Relationship to Enrollee								
Jacob Perrone	☐ Self ☑ Spouse	□ Dependent	5177194657						
Mailing Address	City	State	Zip Code						
3555 Shearwater Ln	East Lansing	MI	48823						
	APPEAL R	EQUEST							
You can appeal a pre or post-service clai									
A pre-service claim is a claim for service receive the service, item, treatment, or papproval, or preauthorization.									
A post service claim is a claim that you	or provider submitted fo	or payment for a servic	e or item you think is covered.						
Have you already received the service(s)	? [✓] Yes □ No								
Did your claim(s) deny because you or yo	our provider did not g	et authorization?	Yes 🗹 No						
Please complete the following information	on:								
Provider Name		e of Service							
Deerfield Florida House Inc.			th Hospital and PHP						
Date(s) of Service 03/27/2021 4/23/2021		al Charge Amount 4,000.00							
03/2/12021 4/23/2021	TELL US WHY YOU								
	TELL US WHY YOU	RE APPEALING							
On March 25, 2021 in preparation for the probe covered by BCBSM. On March 25, 2021 Reimbursement for the service although it has process out of network. I was lead to believe service out of pocket. After the Service was representatives repeatedly advised to file for used appropriate revenue and procedure co although it was repeatedly stated by BCBSM.	Maria advised on beha ad been verified it was a that the service would provided BCBSM was on Member Reimbursement des to process the clair	olf of BCBSM that I won a non-participating pro- be covered by insurar contacted on numerous ent and provided assis m. After the claim was	uld be able to apply for Member vider. Maria advised that it would not and induced to pay for the s occasions and BCBSM tance in ensuring the provider						
Your Signature	Dat	e Signed	.26-21						

Mail this completed form to Blue Cross and Blue Shield of Michigan, 600 E. Lafayette Blvd., M.C. 1620, Detroit, MI 48226-2998, or fax it to 877-522-4767.

- Attach any documents you'd like BCBSM to consider in support of your appeal (e.g., receipts, medical records, etc.)
- If you would like someone else to communicate with us and act on your behalf regarding this appeal, please complete the Designation of Authorized Representative for Appeal form and attach it to your appeal request.
- All appeal decisions will be sent to you in writing and will include a detailed explanation about the decision. We will
 respond to your appeal for a post-service claim within 60 days of when we receive your request and within 30 days for a
 pre-service claim.

Blue Cross Blue Shield of Michigan is an independent licensee of the Blue Cross and Blue Shield Association



Jacob A. Perrone <jacob@perronelawpc.com>

RE: Itemized Bill

1 message

Ayelen Garcia <agarcia@fhehealth.com>
To: "Jacob A. Perrone" <jacob@perronelawpc.com>
Co: David Deckard <ddeckard@fhehealth.com>

Tue, Oct 19, 2021 at 10:09 AM

Good morning,

Attached is the new claim; I have corrected what BCBS requested and added the HCPCS.



Ayelen Garcia RCM Specialist FHE Health www.fhehealth.com

Phone: (954) 421-6242 Direct: (954) 794-7158

Fax: (412) 451-8656 agarcia@fhehealth.com



The information contained in this message may be privileged, confidential and protected from disclosure under 45 C.F.R and 42 C.F.R.. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify your administrator immediately and delete this message from your computer. Thank you.

From: Ayelen Garcia <agarcia@fhehealth.com>
Sent: Thursday, August 12, 2021 4:33 PM

To: Jacob A. Perrone <jacob@perronelawpc.com>

Subject: RE: Itemized Bill

Hello Jacob,





Member Reimbursement

I paid out of pocket and I am requesting reimbursement for medical services.

Usually, we pay your health care providers for you without you having to do anything. But, sometimes you have to pay the doctor or hospital yourself. This form is how you ask us to reimburse you.

Please fully complete the form, print clearly

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Michigan member ID card	XYQ										
Subscribers last	name			first name							
PERRONE	Ξ			ASHLEY							
Subscriber's street address											
3555 SHEARWATER LN											
City				State	_ ZIP						
EAST LAN	ISING					MI	48823				
Section 2 — Patient information											
Patient's first nam	е			Sex	Med	dicare HIB / M	Bl number				
JACOB			v	M ⊙ FO		N/A	4				
Patient' date of bir	- 1	_	ate of s or injury	Ad	Imission date		Discharge date				
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Metabolic Diseases	s & Foods				Yes⊙ No⊙						
Accidental Dental				RESIDENTIAL MENTAL HEALTH HOSPITAL AND PHP							
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Name of other ins	surance		Policy	number							
N/A	=										

I certify that the above information is true, and the enclosed material is correct and unaltered, and the expenses were incurred by the patient. I understand all material submitted becomes the property of Blue Cross Blue Shield of Michigan and will not be returned. I realize false receipt or fraudulent alterations of these materials will result in civil or criminal prosecution. I authorize the release of any information necessary to process or review this claim.

Sign after printing.

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Deerfield Florida House 504 South Federal Highway Deerfield Beach Fl. 33441-4112 954-505-5357 | 772-360-1127 | www.fherehab.com

Jacob Perrone 3555 Shearwater Lane East Lansing, MI 48823

Statement of Account

Provider: Deerfield Florida House, Inc.

Address: 504 S. Federal Highway, Deerfield Beach, FL 33441

TIN: 58-2670224

TIN: 58-2670224 NPI: 1649500182

Description of Services	Date Range	Revenue/ CPT Code	<u>Units /</u> <u>Days</u>	<u>Unit</u> <u>Price</u>	Amount
MH RES	03/27/21 - 04/16/21	1001	21	\$857.15	\$18,000
MH PHP	04/17/21 - 04/23/21	0912	7	\$714.29	\$5,000
Medication/Labs	3/27/21-4/23/2021	-	28	-	\$1,000
		Total Paid			\$24,000